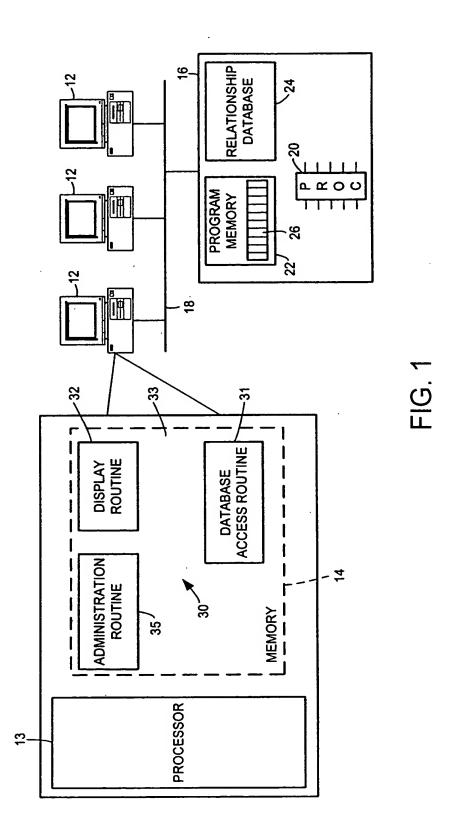
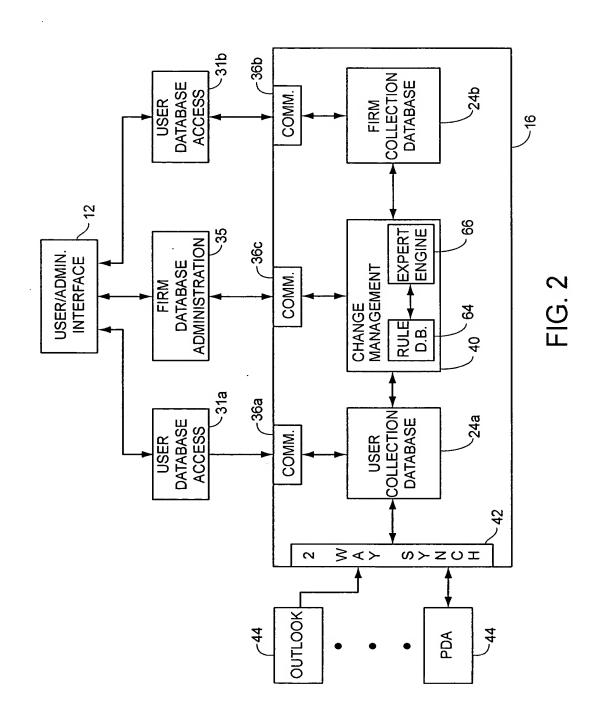
Atty. Docket: 29516/38347

Title: Managing changes in a Relationship Management System Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN

Sheet 1 of 12 (fig. 1)



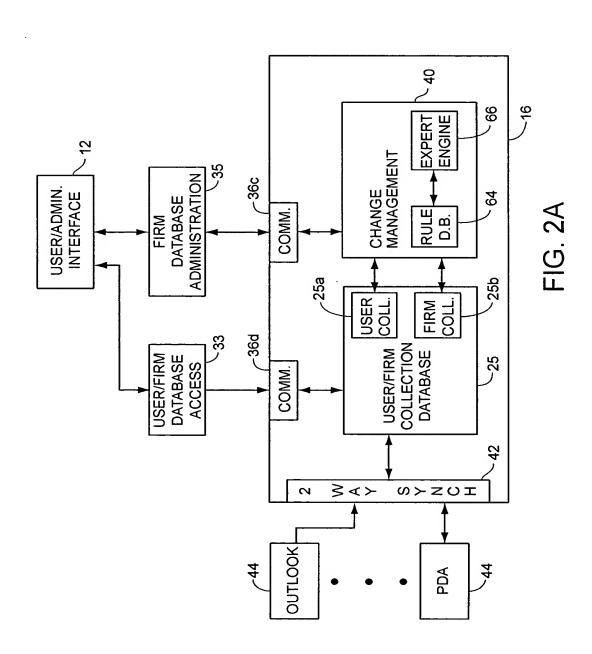
Atty. Docket: 29516/38347
Title: Managing changes in a Relationship Management System Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 2 of 12 (fig. 2)



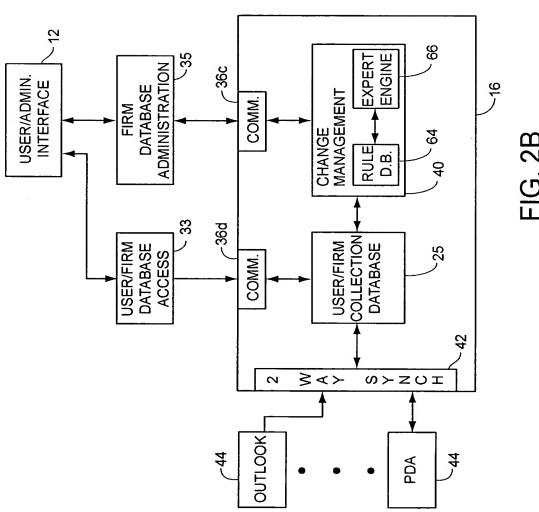
Atty. Docket: 29516/38347

Title: Managing changes in a Relationship Management System Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN

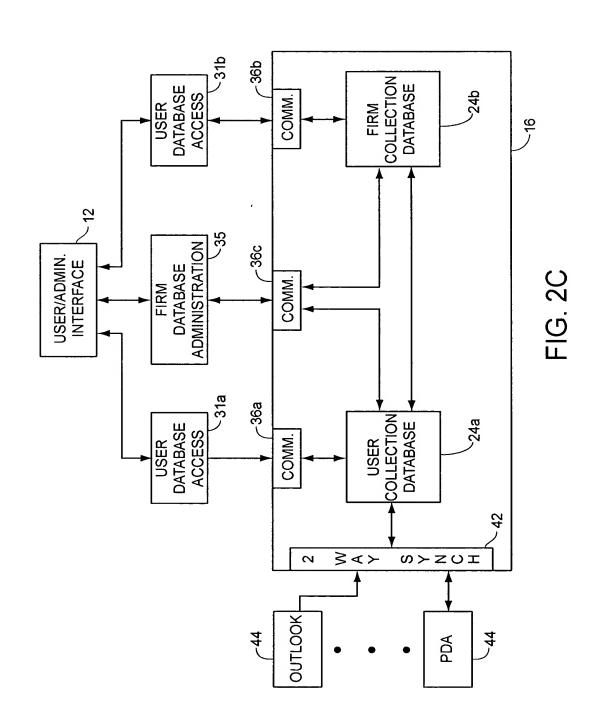
Sheet 3 of 12 (fig. 2A)



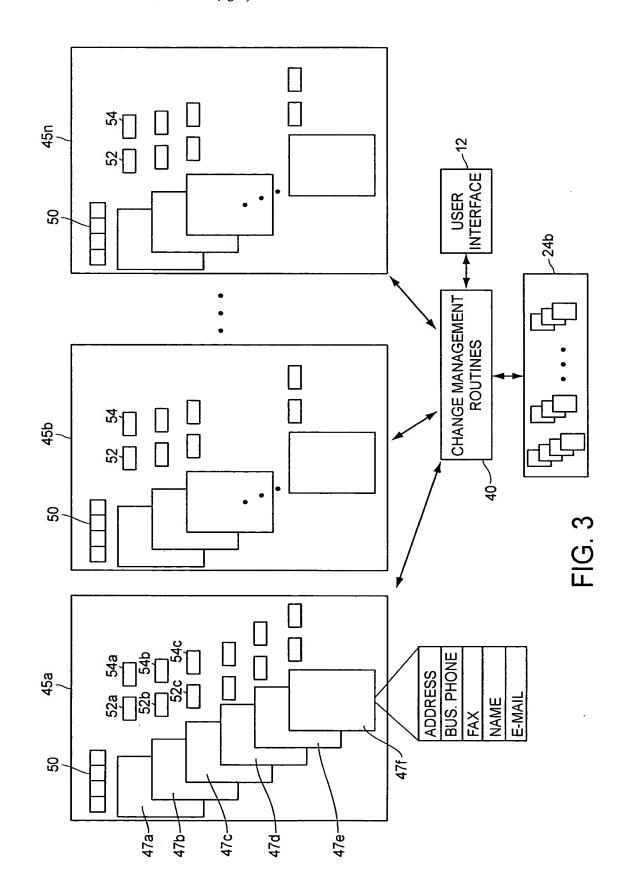
Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 4 of 12 (fig. 2B)



Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 5 of 12 (fig. 2C)

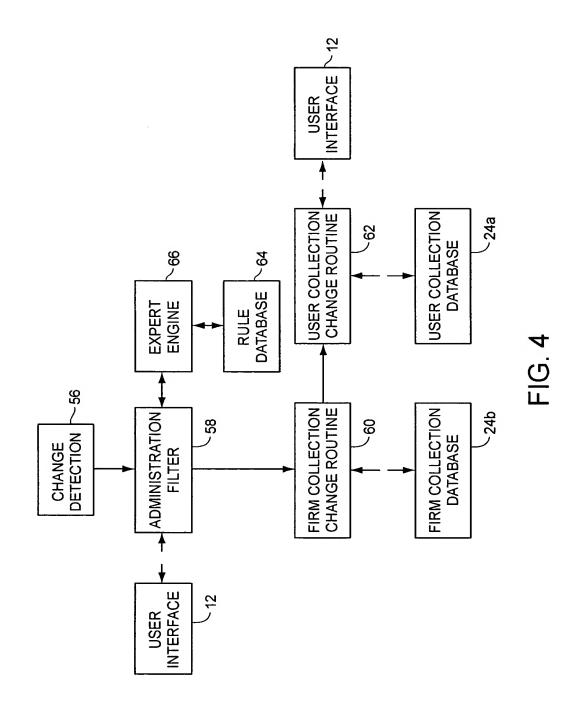


Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 6 of 12 (fig. 3)



Atty. Docket: 29516/38347
Title: Managing changes in a Relationship Management System Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN

Sheet 7 of 12 (fig. 4)



Atty. Docket: 29516/38347

Title: Managing changes in a Relationship Management System

Inventor: Terry Hamer

MARSHALL, GERSTEIN & BORUN

Sheet 8 of 12 (fig. 5)

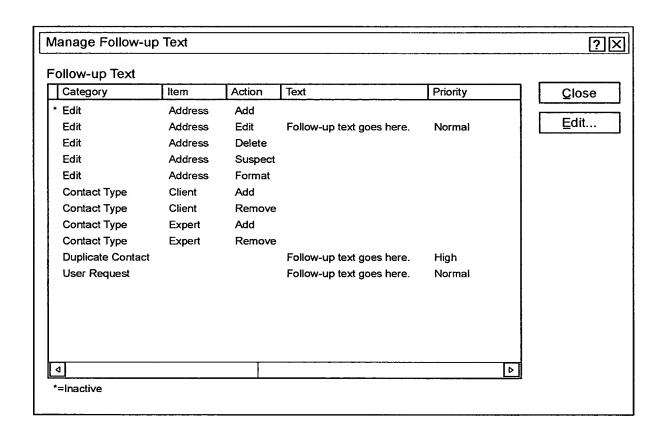


FIG. 5

Inventor: Terry Hamer MARSHALL, GERSTEIN & BORUN

Sheet 9 of 12 (fig. 6)

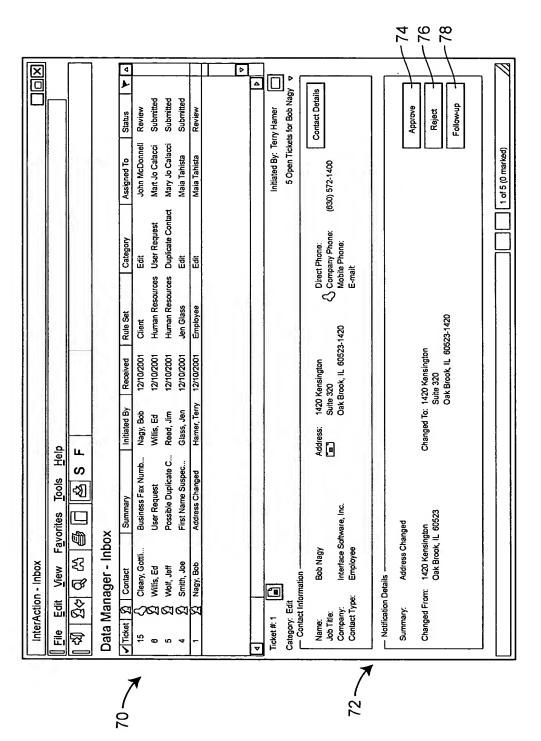


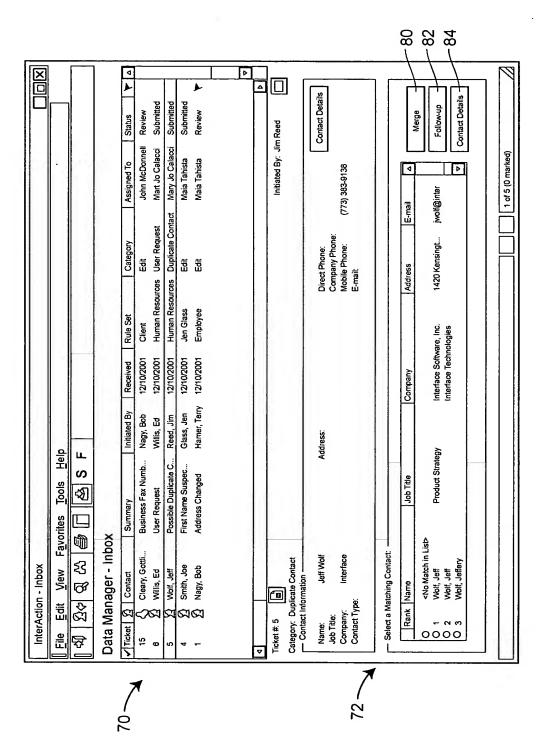
FIG. 6

Atty. Docket: 29516/38347
Title: Managing changes in a Relationship Management System Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 10 of 12 (fig. 7)

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Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN

Sheet 11 of 12 (fig. 8)



Atty. Docket: 29516/38347
Title: Managing changes in a Relationship Management System
Inventor: Terry Hamer
MARSHALL, GERSTEIN & BORUN
Sheet 12 of 12 (fig. 9)

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